Instruction Manual

Pie/Food Display

Models: WPIM-60

A guide to the use, care and maintenance
of your quality Woodson product

Your New Woodson Product

Thank you for choosing this quality Woodson product. All our products are designed and made to meet the needs of food service professionals. By using, caring and maintaining your product according to these instructions, your Woodson product should give you many years of reliable service.

Woodson is a wholly Australian owned company, which has manufactured quality commercial catering equipment since 1954. All Woodson products are engineered and manufactured to give excellent results whilst offering-value-for-money, ease-of-use and reliability.

Woodson manufacture a comprehensive range of equipment for kitchens, food preparation and presentation. Our range includes toasters, griddles, food warmers, fryers, hot and cold food display cabinets and many other quality products.

For details of your nearest dealer contact our head office.

Woodson
PO Box 420 Sunnybank Qld 4109 Australia www.woodsonsales.com.au
Ph: 07 3440 7600 (int +61 7 3440 7600)
Ph: 1300 307 289
Fax: 07 3344 1000 (int +61 7 3344 1000) Email: fse@stoddart.com.au

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Compliance

At the time of manufacture Woodson products are designed and made to comply with all relevant Australian Standards.

General precautions

Every person who is to operate this machine must read this manual or obtain suitable training prior to use.

Hot Equipment: These machines include heating elements. As with any commercial heating appliance the surfaces of this unit will get hot. Do not touch the surfaces of the machine whilst it is in use. Be careful when operating near other machinery. If your machine is in an area where unwary customers or staff can touch the unit you should provide additional warning signage if necessary. To avoid unnecessary risks keep this unit out of reach of children.
This product is designed for display of hot food. Woodson cannot guarantee its performance or honour the warranty if used outside its original purpose.

Cold Food Displays: The machine includes refrigeration components. As with any commercial refrigeration appliance can get very cold. Remember cold surfaces can burn – do not touch these surfaces when the unit is fully refrigerated. Be careful when operating near machinery.
This product is designed for display of cold food. Woodson cannot guarantee its performance or honour the warranty if used outside its original purpose.

Do not operate the machine in any areas where the electrical components may come into direct contact with water.

Always ensure the power cable is not in contact with hot parts of the machine when in use and have any damaged power cords replaced immediately.

Woodson will not accept liability if:
- The instructions in this manual have not been followed properly.
- Non-authorised personnel (persons not nominated by Woodson) have tampered with the machine.
- Non-original spare parts are used.
- The machine is not cleaned according to the instructions in this book.
- There is any physical damage to the machine.

Contents and packaging

Woodson pack your product to limit any possible damage caused as a result of transportation. Please unwrap the box carefully, and do not discard any packaging without checking to ensure you have the following items:

- One pie/food display, including shelves and sliding doors (two pair) & crumb tray

Should any item have physical damage, report the details to the freight company and to the agent responsible for the despatch within seven (7) days of receipt. No claims will be accepted or processed after this period.

Installation

Remove all packing, plastic coating and tape from the stainless steel before installing the machine. Clean off any remaining glue residue from the exterior of the machine with warm soapy water (refer to cleaning instructions on page 6).

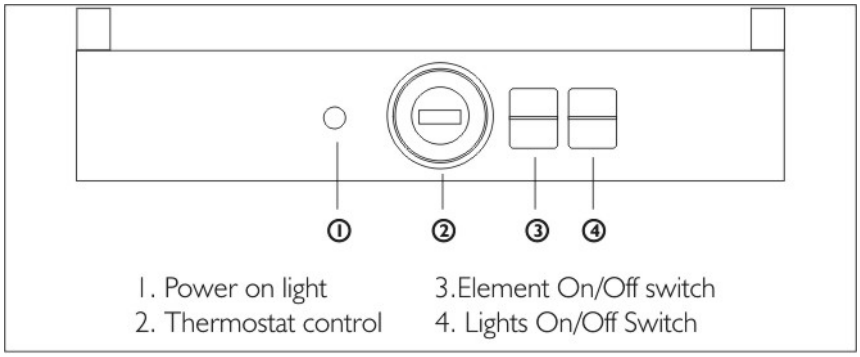
Place the machine on a level and firm work surface. Do not position the machine in a wet area or near inflammable substances.

Allow an air gap between the machine and other objects or surfaces. We recommend a minimum gap of 100mm for normal operational use (if the machine is near any heat sensitive material we suggest you allow additional space). Please consult national and local standards to ensure that your machine is positioned in accordance with any existing requirement.

Plug the pie/food warmer into a standard single phase 10AMP power point.

Your Woodson product is now ready for use.

Operating Instruction



Every person who is to operate this machine must read this manual or obtain suitable training prior to use.

Remove all packing, plastic coating and tape from the glass and stainless steel before installing the machine.

These units are designed mainly for the holding of warm pastries including pies, sausage rolls and other similar foodstuffs. They are not designed for the cooking of food.

All models are powder coated zinc plated steel construction and all include toughened safety glass. The glass doors are removable by lifting up, then sliding downwards and out.

The wire trays are also removable once the glass door has been taken out.
This makes the unit easier to clean. These models are thermostatically controlled. After plugging the unit in, select the desired temperature on the thermostat. This temperature will be maintained. When the unit is heating up the power on light will be illuminated.

All models have a removable crumb tray at the bottom that should be emptied and cleaned daily.

Maintenance & Cleaning

Maintenance

- To clean externally use warm soapy water and a damp, soft cloth or sponge (always make sure the unit is unplugged)
- Always ensure the power cable is not pushed against the hot part of the food warmer when in use
- Regular cleaning of the inside (especially the crumb tray) is essential

Cleaning

Always make sure the product is disconnected from the power source and has completely cooled down prior to cleaning.

- Wipe the external surfaces down with warm soapy water using a sponge or cloth.
- **Do not** immerse the unit in water or allow the ingress of water into the interior of the machine or any electrical components.

Troubleshooting

If the machine is not heating up correctly, check the following before calling out your authorised service agent:

- That the unit is plugged in correctly.
- That the power is turned on.
- That the power point is not faulty.
- That the thermostat knob is not loose or broken (this may prevent the machine from operating).
- Fluorescent Light - This unit comes complete with a standard fluorescent light tube used to illuminate the front light box display and the interior of unit. This light is only accessible by the removal of a safety cover plate. This area of the pie warmer should only be accessed by qualified technicians

Specifications

Model	WPIM-60
Power source	240 Volts AC
Power consumption	1680 Watts
Amps	7 amps

This product may be subject to change without notice due to product improvement.

Safety

All Woodson products are manufactured and tested according to relevant national and regional standards. All products comply to our test requirements.

This machine contains no serviceable parts.

Only Woodson, one of our accredited service agents, or a similarly qualified and licensed person(s) should carry out any repairs. Do not attempt to remove any cover panels, open the machine or access any internal parts.

The stainless steel manufacturing process used in the construction of this machine may result in sharp edges. We take every effort to remove any such edges, however be careful when contacting any raw edges of the product.

Hot Food Displays: This unit can get hot. Ensure everyone is aware that the machine is operating and take care to avoid contact with hot surfaces.

Under no circumstances should the unit be immersed in water. Do not allow any electrical components including cables and plugs to come into contact with water.

If the electrical cables, plug or other connections show any signs of physical damage or wear do not use the machine. In such instances contact Woodson for details of your local repair agents (see page 2). We also recommend regular testing of machine by a trained and qualified technician to ensure it is working effectively and safely.

Appendix 1 – Australian Warranty and Importer/Distributor Contact Details

As the exclusive manufacturer and distributor of Woodson products in Australia, Stoddart Manufacturing (Stoddart) would like to congratulate you on your purchase of a Woodson product.

It should be noted by users of the product that it is not designed for household or domestic use and should not be used for this purpose.

This product is intended for commercial use, and in line with Australian electrical safety standards the following warnings are provided:

- This product is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning the use of the product by a person responsible for their safety. Children should be supervised to ensure that they do not play with the product.
- Users should also note that if the supply electricity cord is damaged in any way it should be replaced. Please contact Stoddart for parts and we will advise how to do this in order to avoid any electrical hazard.

Australian Warranty Policy & Procedure
Stoddart is committed to providing a comprehensive and fair warranty for all of its equipment. The warranty incorporates a commercial manufacturers' warranty, together with the consumer warranty provisions of the National Consumer Protection Act (2009).

1. Commercial Warranty

1.1 Stoddart warrants to the original purchaser ("**Customer**") of equipment manufactured or distributed by Stoddart that for **12 months** from the date of installation of the equipment by Customer (the "**Warranty Period**"), any defect in workmanship or material will, subject to clauses 1.2 and 3, be:

a) Repaired without charge; or
b) In respect of any **Major Failure** which cannot be repaired, replaced or the purchase money refunded.

1.2 Stoddart will not be liable for any associated loss, damage or compensation claim resulting from any defect in workmanship or material, and such liability is expressly excluded from the operation of clause 1.1.

2. Consumer Warranty

2.1 Subject to clause 3, equipment supplied by Stoddart to Customer for personal, domestic or household use or consumption comes with guarantees that cannot be excluded under the Australian Consumer Law. Customer is entitled to a

replacement or refund for a **Major Failure** and compensation for any other reasonably foreseeable loss or damage. Customer is entitled to have the equipment repaired, or replaced if the equipment fails to be of an **Acceptable Quality** and that failure does not amount to a Major Failure.

3. Warranty Clarification

3.1 Customer acknowledges and agrees:

(i) A **Major Failure** occurs when the equipment suffers repeated and/or unexpected failure that cannot be repaired to Stoddart's satisfaction (acting reasonably) or which Stoddart considers (acting reasonably) renders the equipment unsafe or inoperable;

(ii) Stoddart can only warrant the equipment will be of an **Acceptable Quality** when Customer uses the equipment in accordance with Stoddart's manufacturer's instructions or user manual ("**Instructions**"). Acceptable Quality does not imply a lifetime guarantee for the equipment;

(iii) Certain components have a finite expected life, especially in a commercial or high-use environment. For example components such as refrigeration compressors, elements, thermostats/simmerstats, switches, fans, and temperature controllers can be expected to last up to **12 months** when used in accordance with the instructions;

(iv) In a commercial environment, components such as lamps, fluorescent tubes, light bulbs, glass, silicone seals, gaskets and plastic components will require regular replacement. This is not covered by warranty and is at Customer's cost.;

(v) The life of equipment may be adversely affected by misuse, neglect, unauthorised alteration, incorrect installation, power surges, accident, use of inappropriate chemicals, flooding, and acts of God;

(vi) Proper maintenance and cleaning of equipment in accordance with the Instructions is essential to the equipment's effective operation;

(vii) On site warranty services are limited to sites within 50km from the nearest Stoddart authorised service agent and service agent's reasonable travel costs must be paid by Customer prior to the commencement of the repairs;

(viii) Additional labour costs will apply for service outside standard business hours of 8.00am to 4:30pm, Monday to Friday and on public holidays;

(ix) Stoddart cannot guarantee the performance of equipment made specifically to Customer's design or specifications. Stoddart will, where reasonably possible, draw any issues arising from Customer's design or specifications to Customer's attention during the commissioning and/or manufacturing process; and

(x) Customer must pay additional costs incurred by Stoddart as a result of Customer failing to provide suitable access to the equipment for inspection and service.

3.2 Stoddart's warranty liability under clauses 1 and 2 of these Terms exclude or do not cover:

a) The matters acknowledged by Customer in clause 3.1;

b) Situations where Stoddart is not satisfied (acting reasonably) the equipment or any part of the equipment has been used in accordance with the Instructions including misuse, neglect, unauthorised alteration, incorrect installation, power surges, accident, use of inappropriate chemicals, flooding, fire or act of God;

c) Any consequential loss, damage or expense arising directly or indirectly from use of the equipment otherwise than in accordance with the Instructions;
d) Any damage or malfunction arising from, or relating to, Customer's failure to properly maintain or clean the equipment in accordance with the Instructions;
e) Damage caused to equipment during transportation, which is outside Stoddart's standard delivery conditions.
f) Breakage or replacement of lamps, fluorescent tubes, light bulbs, glass, silicone seals, gaskets and plastic components.;
g) Maintenance, repair or other works not undertaken by a Stoddart authorised service agent
h) Where remote refrigeration is connected by a person other than Stoddart to equipment produced by Stoddart, Stoddart cannot accept claims for repair of TX valves and control components, as the fault may arise from the installation of the remote refrigeration lines, equipment, and gas, by a party over which Stoddart has no control.
i) Transportation costs associated with transporting the equipment to a Stoddart authorised service agent where Stoddart considers (acting reasonably) that repairs cannot be undertaken on-site; and
j) Unless agreed to by Stoddart in writing to the contrary, warranty is not included in the sale price for goods sold to or installed in an overseas location.

4. Warranty Claim Procedure

The following procedure must be followed to claim under Stoddart's warranties:

a) Refer to the trouble-shooting section of the Instructions to establish the nature of the fault. Check the equipment is plugged-in, turned-on or has no other valid reason for not operating.
b) If step (a) does not overcome the issue, you should report the fault with the equipment to our service department (phone 1300 307 289 or fax 07 3344 6166). Our service department will assist you with further trouble-shooting. If our service department is unable to resolve the fault with the equipment they will request you complete a Stoddart Warranty Request Form and fax (fax 07 3344 6166) or email (service@stoddart.com.au) it to us.
c) To complete a Stoddart Warranty Request Form you will require the following information:
    i. Proof of purchase stating model number and date of purchase;
    ii. The serial number of the equipment (this is located on the ratings plate sticker);
    iii. A description of the fault/problem;
    iv. Your company details including the exact location of the equipment; and
    v. Any restrictions on times or methods of access to the equipment.

    Stoddart will not arrange a warranty call out until it receives the above information from you in writing.
d) Upon receipt of a properly completed Stoddart Warranty Request Form, Stoddart will check its records to confirm whether the equipment is eligible for warranty repair. If warranty repair is required, Stoddart will issue an OFFICIAL

AUTHORISATION NUMBER and details of work to be carried out by a Stoddart authorised service agent. This authorisation number MUST be obtained before any work is carried out. Stoddart will not accept invoices for work carried out without an official authorisation number or by an unauthorised service agent.

e) Customer must quote the official authorisation number on all correspondence and invoices relating to a warranty claim to ensure prompt processing by Stoddart.

f) Customer must pay all costs associated with a call-out for work that is not related to warranty repairs or outside Stoddart's Terms immediately.

5. Timing of Warranty Services

5.1 Stoddart will comply with its warranty liabilities contained in these Terms in a timely manner

6. General Maintenance and Repairs

6.1 The equipment must be repaired and maintained by a qualified technician. Stoddart's authorised service agents are experienced technicians who understand the equipment and carry commonly used spare parts. Contact Stoddart's national service number listed below for details of your nearest Stoddart authorised service agent.

For Warranty, maintenance, spare parts and repairs, contact:

Tel: 1300 307 289 Fax: 07 3344 1000 email: service@stoddart.com.au

WARRANTY REQUEST FORM

Phone: (07) 3440 7600 Int: +617 3440 7600
Phone: 1300 307 289
Fax: (07) 3344 1000 Int: +617 3344 1000
Email: service@stoddart.com.au

To ensure we can provide the best possible service we require you to complete this form. Make, model and serial number, along with other essential information. To secure a call, you must also have an account with Stoddart or complete the credit card details below.

THIS FORM MUST BE COMPLETED OR WARRANTY CANNOT BE PROCESSED

Name of contact person on site: _____ Date: / /

Business/Organisation name: _____

Street Address: _____

Suburb: _____ State: _____ Post Code: _____

Phone (Site): _____ Mob: _____

Equipment Type: _____ Brand: _____

Model/PNC no.: _____ Serial no.: _____

Location (large sites only): _____ Open: _____ Close: _____

Date of purchase: _____

Company purchased from: _____

(please provide a copy of your tax invoice or delivery docket as proof of purchase)

Description of fault: _____

_____

_____

Has the following been checked (tick box if appropriate and checked)?

Electrical power supply ☐ Gas ☐ Water Supply ☐

Name of person requesting warranty (please print): _____

CREDIT CARD DETAILS – Required as security against chargeable work (see note below)

Card type: Visa ☐ Mastercard ☐

Cardholder name: _____ Card no.: _____

Signature: _____ Expiry Date: _____

PLEASE NOTE: Warranty call-outs take place Mondays to Fridays between 8.00 and 16.30 (except public holidays). Any calls outside these times will be subject to penalty rates. Certain items such as glass components and light fittings are not covered under warranty. Claims for non-covered parts, no faults found, travel over 50km or other items outside our standard terms and conditions will be chargeable. Any chargeable items will be COD terms – payable onsite.

CREDIT CARD INFORMATION MUST BE PROVIDED AS SECURITY AGAINST FALSE WARRANTY CALL-OUTS. FAILURE TO DO SO WILL RESULT IN REQUEST BEING UNATTENDED. NORMAL BUSINESS HOURS ARE 8AM – 4.30PM MONDAY TO FRIDAY